OREN MEETING AGENDA ITEM



1 BEFORE THE ARIZONA CORPORATION COMMISSION 2 **BOB STUMP** 2014 MAR 10 P 4. 46 Chairman **GARY PIERCE** 3 Arizona Corporation Commission Commissioner RP COMMISSION DOCKETED **BRENDA BURNS** 4 DOCKET CONTROL Commissioner MAR 1 0 2014 5 **BOB BURNS** Commissioner **ORIGINAL** DOCKETED BY 6 SUSAN BITTER SMITH Commissioner 7 8 IN THE MATTER OF THE DOCKET NO. W-03945A-13-0287 APPLICATION OF 9 FRANCESCA WATER COMPANY, INC. STAFF SUPPLEMENT REGARDING BMP'S FOR A PERMANENT RATE INCREASE. 10 11 Subsequent to the issuance of the Recommended Opinion and Order ("ROO"), Franscesca 12 Water Company, Inc. selected three Best Management Practices ("BMPs") for implementation in 13 its service territory. In the interest of administrative efficiency, Staff recommends the following 14 changes be made to the ROO, approving the three BMPs selected by the Company. 15 16 **INSERT** the following after Finding of Fact 32, page 8, line 15: 17 33. Francesca has selected three proposed BMPs which include the Public Education Program; 18 3.7 (Customer High Water Use Notification); and 5.2 (Water System Tampering). 19 34. Staff concluded that Francesca's proposed BMP Tariffs are relevant to Francesca's service 20 area and that the proposed BMP Tariffs conform to the templates developed by Staff. Staff 21 has recommended approval of the three BMP tariffs selected, attached hereto as Exhibit B. 22 **REPLACE**, on Page 9, Line 19, "40 and 41" with "42 and 43". 23 **DELETE** the Ordering Paragraph on page 12, line 15 thru 21, and insert the following: 24 IT IS THEREFORE ORDERED that the Francesca BMP Tariffs attached hereto as Exhibit 25 B are hereby approved. 26

IT IS FURTHER ORDERED that Francesca shall notify its customers, in a form acceptable to Staff, of the BMP Tariffs authorized herein and their effective date by means of

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either an insert in the next regularly scheduled billing or by a separated mailing and shall provide copies of the BMP Tariffs to any customer upon request.

IT IS FURTHER ORDERED Staff shall file a letter in the Docket confirming that Francesca's tariffs have been updated with the tariffs approved herein.

IT IS FURTHER ORDERED that the Francesca BMP Tariffs authorized herein shall go into effect 30 days after the date notice is sent to customers.

IT IS FUTHER ORDERED that Francesca may request cost recovery of the actual costs associated with the BMPs implemented in its next general rate application.

REPLACE, on Page 12, Line 23, "Finding of Fact 33" with Finding of Fact 35"

RESPECTFULLY SUBMITTED this 10th day of March, 2014.

EVEN M. OLEA

DIRECTOR

UTILITIES DIVISION

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SERVICE LIST FOR: Francesca Water Company, Inc. 1 DOCKET NO. W-03945A-13-0287 2 David and Gradi Thompson 3 FRANCESCA WATER COMPANY, INC. 59 Bighorn Drive 4 Weippe, ID 83553 5 **Zristin Georgitso** 6 DESERT MOUNTAIN ANALYTICAL SERVICES, PLLC P.O. BOX 51628 7 Ahwatukee, AZ 85706 8 Ms. Janice M. Alward Chief Counsel, Legal Division 9 Arizona Corporation Commission 10 1200 West Washington Street Phoenix, Arizona 85007 11 Mr. Steven M. Olea 12 Director, Utilities Division 13 Arizona Corporation Commission 1200 West Washington Street 14 Phoenix, Arizona 85007 15 16 17 18 19 20 21 22 23 24 25 26 27

Decision No.

Docket No. W-03945A-13-0287

Company: Francesca Water Company	Decision No.:
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Phone: <u>520-623-5172</u>	Effective Date:

Public Education Program Tariff

PURPOSE

A program for the Company to provide free written information on water conservation measures to its customers and to remind them of the importance of conserving water (Required Public Education Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

- The Company shall provide two newsletters to each customer; one to be provided in the spring, the other in the fall. The goal of the letters is to provide timely information to customers in preparation of the hot summer months, and the cold winter months, in regards to their water uses. The Company shall remind customers of the importance of water conservation measures and inform them of the information available from the Company.
- 2. Information in the newsletters shall include water saving tips, home preparation recommendations for water systems/pipes, landscape maintenance issues for summer and winter, water cistern maintenance reminders and additional pertinent topics. Where practical, the Company shall make this information available in digital format which can be e-mailed to customers upon request or posted on the Company's website.
- Communication channels shall include one or more of the following: water bill inserts, messages on water bills, Company web page, post cards, e-mails and special mailings of print pieces, whichever is the most cost-effective and appropriate for the subject at hand.
- 4. Free written water conservation materials shall be available in the Company's business office and the Company shall send information to customers on request.
- 5. The Company may distribute water conservation information at other locations such as libraries, chambers of commerce, community events, etc., as well.
- 6. The Company shall keep a record of the following information and make it available to the Commission upon request.
 - a. A description of each communication channel (i.e., the way messages will be provided) and the number of times it has been used.
 - b. The number of customers reached (or an estimate).
 - c. A description of the written water conservation material provided free to customers.

Company: Francesca Water Company	Decision No.:
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<u>Customer High Water Use Notification Tariff – BMP 3.7</u>

PURPOSE

A program for the Company to monitor and notify customers when water use seems to be abnormally high and provide information that could benefit those customers and promote water conservation (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services Program 3.7: Customer High Water Use Notification).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

- 1. The Company shall track water usage for each customer and notify the customer if water use seems excessive for that particular billing for that time of the year.
- 2. The Company shall identify customers with high consumption and investigate each instance to determine the possible cause.
- 3. The Company shall contact the high water use customers via telephone, email, by mail or in person. The Company shall contact the customer as soon as practical in order to minimize the possible loss of water. The customer will not be required to do anything to receive this notification.
- 4. In the notification the Company shall explain some of the most common water usage problems and common solutions and points of contact for dealing with the issues.
- 5. In the notification, the customer will be reminded of at least the following water-saving precautions:
 - a. Check for leaks, running toilets, or valves or flappers that need to be replaced.
 - b. Check landscape watering system valves periodically for leaks and keep sprinkler heads in good shape.
 - c. Adjust sprinklers so only the vegetation is watered and not the house, sidewalk, or street, etc.
 - d. Continue water conservation efforts with any pools such as installing covers on pools and spas and checking for leaks around pumps.
- 6. In the notification, the customer will also be reminded of at least the following ordinary life events that can cause a spike in water usage:
 - a. More people in the home than usual taking baths and showers.
 - b. Doing more loads of laundry than usual.
 - c. Doing a landscape project or starting a new lawn.
 - d. Washing vehicles more often than usual.

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- 7. The Company shall provide water conservation information that could benefit the customer, such as, but not limited to, audit programs, publications, and rebate programs.
- 8. The Company shall assist the customer in a self-water audit and assist the customer in determining what might be causing the high water usage as well as supply customer with information regarding water conservation and landscape watering guidelines. As part of the water audit the Company shall confirm the accuracy of the customer meter if requested to do so by the customer (applicable meter testing fees shall apply).
- 9. The type of notification, the timing of the notification (i.e., how long after high water use was discovered by the Company), and the criteria used for determining which customers are notified shall be recorded and made available to the Commission upon request.

Revised 4-15-10

Decision No. $_$	
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Docket No	W-03945	A-13-0287
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Company: Francesca Water Company	Decision No.:
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Phone: <u>520-623-5172</u>	Effective Date:

WATER SYSTEM TAMPERING TARIFF – BMP 5.2

PURPOSE

The purpose of this tariff is to promote the conservation of groundwater by enabling the Company to bring an action for damages or to enjoin any activity against a person who tampers with the water system.

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission, specifically Arizona Administrative Code ("AAC") R14-2-410 and the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

- 1. In support of the Company's water conservation goals, the Company may bring an action for damages or to enjoin any activity against a person who: (1) makes a connection or reconnection with property owned or used by the Company to provide utility service without the Company's authorization or consent; (2) prevents a Company meter or other device used to determine the charge for utility services from accurately performing its measuring function; (3) tampers with property owned or used by the Company; or (4) uses or receives the Company's services without the authorization or consent of the Company and knows or has reason to know of the unlawful diversion, tampering or connection. If the Company's action is successful, the Company may recover as damages three times the amount of actual damages.
- 2. Compliance with the provisions of this tariff will be a condition of service.
- 3. The Company shall provide to all its customers, upon request, a complete copy of this tariff and AAC R14-2-410. The customers shall follow and abide by this tariff.
- 4. If a customer is connected to the Company water system and the Company discovers that the customer has taken any of the actions listed in No. 1 above, the Company may terminate service per AAC R14-2-410.
- 5. If a customer believes he/she has been disconnected in error, the customer may contact the Commission's Consumer Services Section at 1-800-222-7000 to initiate an investigation.

Revised: 5-26-11 Decision No.____

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